

iv. Property Manager

QF Level	Job Title	Property Manager
5	Job Descriptions	Planning building management services include planning security practices, security facilities and safety management plans, coordinating control on cleanliness and risk management, improving the service level of the management team, monitoring the operation and management of building facilities, planning customer service, promotional services and management of owners organisation, planning owners' meetings, handling all legal and mediation cases of the building, formulating financial budgets, arranging audits, planning and management of human resources, formulating plans for the improvement of the building, coordinating the management of space and venues, handling of Licence applications and codes of conduct, etc., and coordinating overall tendering, pre-management and property handover matters, formulating the procedure of quality management and planning on related accreditation scheme, etc.

*Core Unit

Functional Areas	Main Items	Unit of Competency	Code	Credit
EM	Management of the Environment of a Property			
	Security Management & Service	*Formulate and plan the security operations and improvement on risk and safety management	110413L5	6

	Crisis & Emergency Handling	*Formulate and evaluate the crisis management and emergency handling measures	110419L5	6
	Safe Environment	*Formulate and maintain a sound system and effective measures on the safety of the environment	110425L5	6
	Control on Cleanliness	*Plan as a whole on the control on cleanliness and risk management	110431L5	3
	Arboriculture & horticulture - Beautify, Cultivation & Caring	*Plan and coordinate as a whole the overall caring, safety and management of arboriculture and horticulture works	110436L5	6
	Control on Private Road & Carpark	*Plan as a whole on private road and carpark control, and improvement	110441L5	3
	Environmental Protection	*Plan as a whole the environmental protection works and improve the management	110445L5	3
	Management of Outsourcing	*Formulate the outsourcing contracts, performance pledge, quality assessment and management plan	110450L5	6
BM	Repair, Maintenance & Improvement of a Property			
	Daily & Periodic Maintenance	Plan and manage the repair and maintenance works of the building, building facilities and services	110458L5	6
	Improvement &	*Formulate and pursue feasible	110463L5	6

	Enhancement of System & Installation	plans on improvements and enhancements to building, building facilities and services, and energy efficiency		
	Purchasing & Outsourcing	* Formulate and plan as a whole the purchasing and outsourcing of repair, maintenance and construction works, and the quality management	110470L5	6
OS	Property Management Services for Owners, Tenants & the Community			
	Management Services & Communication	*Assist owners or tenants in formation of owners' or tenants' organisation and handle property management work in concerted efforts	110476L5	6
	Owners' Meeting	*Formulate standing orders and chair meetings	110485L5	6
	Insurance Arrangement & Risk Management	* Devise and develop insurance coverage and terms of the policy	110488L5	3
	Quality Management	*Formulate the procedure of quality management and plan on related accreditation scheme	110492L5	6
	Shopping Centre, Cultural, Recreational & Community Activities	*Devise and develop plans on shopping centre, cultural, recreational and community activities and value-added services	110498L5	6
	Pre-management, Takeover &	*Plan as a whole on the tendering, pre-management,	110503L5	6

	Handover	takeover and handover related matters		
	Leasing	Consolidate trade mix and manage leasing matters	110508L5	6
	Customer Services & Community Relations	* Plan on customer services management, promote community relations management, and relations with owners' organisation	110514L5	6
FM	Facility Management relating to a Property			
	Club House, Cultural & Recreational facilities	* Plan the improvement and enhancement programme for club house, cultural and recreational facilities	110520L5	6
		Plan as a whole the customer relations and activities management, and determine the house rules and budget of club house	110524L5	3
	Shopping Centre, Industrial, Commercial & Other Premises	*Undertake asset assessment and facilities management of shopping centre and other premises including commercial and industrial buildings	110530L5	6
	Carpark & Loading Areas	Plan as a whole the control measures of a carpark and a loading area	110537L5	3
	Management of Space & Venues	Plan as a whole on the management of space and venues and set up the rules and procedures	110542L5	3

	Application of Information Technology & Management of Smart Facilities	*Plan on the application, update, and technicality of information technology and smart facilities management, and put forward the most advance technology	110548L5	6
LW	Law in Practice relating to a Property			
	The Government & Legal System	*Be proficient in the judiciary in Hong Kong and have sufficient understanding in legal proceedings and arrangements of litigation or mediation in dealing with various cases	110554L5	6
	Contractual Arrangement	* Write service contract and determine the contract terms, and manage the execution of contract	110557L5	6
	Legal Services & Practices	*Well-familiar with the property management services related ordinances in order to plan on the management works and procedures	110562L5	6
	Licence	*Well-familiar with various types of licence, licence requirements, procedures, practices and code of conducts, and regulate the enforcement	110564L5	6
FN	Finance and Asset Management relating to a Property			
	Daily Income & Expenditure	*Monitor financial and leasing income and expenses	110569L5	6

		*Plan on the control and procedures on handling outstanding payments	110573L5	3
	Asset Management & Financial Control	*Formulate annual budget, arrange account audit and plan on asset management	110575L5	6
	Procurement & Tendering	*Plan as a whole on the arrangements on procurement and tendering	110580L5	6
	Inventory Control	Plan on the procedures and management of inventory control	110586L5	3
HR	Human Resources Management relating to a Property			
	Human Resources Planning, Recruitment and Training	*Plan the overall human resources management, training and performance appraisal scheme	110590L5	6
	Teamwork & Leadership	*Formulate the plan on continuous improvement on the teams' services standard	110597L5	6
	Occupational Health & Safety	*Formulate the standards and guidelines on occupational health and safety	110603L5	6
			Total Credit:	195